

Code of Conduct for Parents/Guardians/Carers

We are fully committed to safeguarding and promoting the wellbeing of all students, members and staff associated with us. To ensure the effective running of our business and to protect all individuals connected with us, it is important that the following Code of Conduct is read, respected and adhered to at all times:

- Encourage your child to learn the rules and perform within them.
- Arrive with plenty of time to get your child ready for their class and ensure that they have been to the toilet before the session begins.
- Always inform a member of staff if you are going to be late or cannot attend a session.
- Students must sign-in to the building when they arrive and remain in the building at the end of their class(es), until a parent/guardian/carer signs them out (**unless they are over the age of 11 and we have signed consent for them to leave alone - if this is the case, the student needs to sign themselves out and inform a member of staff that they are leaving**).
- Always ensure that your child is dressed appropriately/wears the uniform as specified in the welcome pack and make sure that they have something to drink.
- No parent/guardian/carer will be allowed in to the studio during classes.
- Discourage challenging and inappropriate conduct towards teachers and other students.
- Help your child to recognise good performance and progression.
- Be realistic with regard to their ability and do not set expectations too high - It can be very damaging for children if they feel they are falling short of expectations.
- Discourage comparisons against other students - each student is an individual with different goals and objectives and they must be praised on their own personal achievement.
- Set a good example within the student environment by recognising good sportsmanship and applauding the performances of all students.
- Never punish or belittle a child for poor performance or making mistakes. It is through mistakes that performers learn and develop as a student.
- Use correct and appropriate language at all times.
- Encourage and guide your child to accept responsibility for their own performance and behaviour.
- Endeavour to establish good communications with teachers and staff for the benefit of all.
- Never challenge or threaten a teacher or member of the team. Any concerns must follow the approved channels, as outlined in the **Complaints and Grievance Procedure**.
- Do not raise issues of disagreement publicly.
- Always collect your child promptly at the end of a class.

- All fees must be paid on time, otherwise your child may risk losing their place in the class.
- Please understand that a breach of this Code of Conduct may have repercussions and, in extreme cases, may result in your child/children losing their place/s.

Contact us

You can contact us during lesson times as follows:

Emma Northmore	07958 725862
Roberta McClelland	07894 546619 (in case of an emergency only)

Alternatively, you may send an e-mail outside of lesson times:

Roberta McClelland	admin@balletboost.com
Emma Northmore	emmanorthmore@yahoo.com